



Robert E. Bush Naval Hospital

*Serving with
Pride and Professionalism
Patient Guide*



Robert E. Bush Naval Hospital is on the “World’s Largest Marine Corps Base,” Marine Corps Air Ground Combat Center, Twentynine Palms, California.

The base occupies 932 square miles of the Mojave Desert, with a population of nearly 10,000 Marines, 800 Navy and their family members. Retirees are also served on this base.

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Commanding Officer's Message

WELCOME ABOARD!

Welcome to Robert E. Bush Naval Hospital! We are a community hospital committed to providing quality health care to Marines and Sailors assigned to the Marine Corps Air Ground Combat Center, as well as their families. Others entrusted to us are our retired shipmates and their families.

The staff of our hospital represents the best in Navy Medicine. Our mission is to “ensure Force Health Protection and to deliver quality care and service in a patient and family centered care environment.” Your health care team will excel at that mission and deliver world-class health care. We will work diligently to exceed your expectations, and our staff will do their best to make this hospital your choice for health care for you and your family.

We welcome any feedback you can provide. In each clinic area we have a Customer Relations Representative who is available to you when you visit. I also have chosen a Customer Relations Officer who serves as a Special Assistant and can be contacted at (760) 830-2475.

The Naval Hospital Twentynine Palms Strategic Plan is aligned with the Bureau of Medicine and Surgery's Priorities and the tenants of Force Health Protection, Patient and Family Centered Care Imperatives, Readiness, Optimization, Integration, Alignment, and Covenant Leadership (ROIAC) Assessment Program. The Strategic Plan also addresses our support of the Marine Corps Air Ground Combat Center's Mission and Strategic Plan.

Mission

Ensure Force Health Protection.
Deliver Quality Care and Service
in a Patient and Family Centered Care Environment.

Vision

To be the hospital of choice for patients
and the workplace of choice for staff.

Values

Honor, Courage, and Commitment.
Doing what is right for our patients and families.
People as our most important resource.
High quality health services in a safe environment.
Sound business practices.

CUSTOMER RELATIONS PROGRAM

The staff of Robert E. Bush Naval Hospital represent the best in Navy Medicine. Our mission is to “ensure Force Health Protection and deliver quality care and service in a patient and family centered care environment.” We are committed to customer service.

The hospital has a Customer Relations Officer (CRO) who serves as a Special Assistant to the Commanding Officer. There are also Customer Service Representatives (CRR) in each clinic.

Our Customer Service Representatives are your immediate representatives to make sure that we provide you the courtesies and quality of care that you deserve. They will be happy to attend to any questions or concerns that you have.

We would like you to tell us your thoughts about the services or care you receive. Just use the Today’s Visit or Compliment Cards placed in each area of the hospital. You can also go to the hospital home page www.nhttp.med.navy.mil and click on the Interactive Customer Evaluation (ICE) icon.

You can also access ICE by going to the MCAGCC website www.29palms.usmc.mil

We always look for ways to improve our services and welcome any comments from you. We have empowered every staff member to attempt to resolve any of your concerns. Patient complaints, issues and concerns will be taken care of in a timely fashion. The staff at Robert E. Bush Naval Hospital looks forward to providing you the highest standard of care possible.

PATIENT ADMINISTRATION

Advance Directives

An Advance Directive tells your doctor what kind of care you would like to have if you become unable to make your own medical decisions. This is a legal document that lets you choose someone to make healthcare decisions for you. It lets you express your wishes about the use or removal of life-sustaining procedures, donation of organs and other healthcare decisions. If you would like to prepare an advance directive, please discuss this with your Primary Care Manager.

Birth Certificates

The hospital gives complimentary birth certificates for all babies born here. The birth certificate includes the baby's full name, father/mother's name, time and date of birth, weight in pounds and grams, length in inches and centimeters, and the delivering doctor's name, rank, and status. The newborn's footprints are also put on the birth certificate. The birth certificate is not an official birth certificate but the parents can use it to enroll their child in DEERS, TRICARE, and IPAC

Suitability Screening

Screening finds special needs or possible duty-limiting conditions that are used to determine a service or family member's suitability for an overseas, remote duty, or operational assignment. All Navy and Marine active duty and reserve, in receipt of orders to overseas, remote duty, sea or field duty, fleet marine force, special operations, construction battalion, or forward deployed Naval force assignments and their family members, if accompanied, shall be properly screened for suitability. Screening is also required upon conclusion of temporary LIMDU or upon finding of "fit for continued naval service" by a Physical Evaluation Board. Enrollment in DEERS is required for family members before proceeding with screening.

Exceptional Family Member Program (EFMP)

The EFMP is intended to assist service members in providing for the special needs of their exceptional family members before, during, and after moving. Special needs include any special medical, dental, mental health, developmental or education requirement, wheelchair accessibility, adaptive equipment or assistive technology devices, and housing. The EFM program is open to any active duty family member who meets the following criteria:

- * Enrolled in DEERS
- * Has a lasting medical, psychological or educational problem requiring special services
- * Lives with sponsor

Enroll according to your military branch affiliation. Hours of operation 7:30 a.m. to 4 p.m. Monday through Friday. For Navy please call the Patient Administration Department at 830-2427. For Marines please call the EFMP Coordinator in the Village Center at 830-7740.

Medical Records

The hospital is committed to providing timely access to your medical information. Medical records belong to the Department of Defense. Their maintenance and availability is important for your proper medical care, as well as for legal and administrative procedures. Patients are no longer allowed to hand-carry medical records.

If you have an appointment and have your medical record you are required to turn it in to Outpatient Records when you arrive at the hospital. We understand how important your medical record is to you, and we will be happy to make a copy for your personal use. Please allow 10 business days for processing. Hours of operation are 7:30 a.m. to 4 p.m. Monday through Friday. 830-2322.

Medical Boards

The reason for a medical evaluation board (MEB) is to identify members whose physical qualifications to continue on full duty are in doubt. Another reason for the MEB is that the member's physical limitations prevent their return to duty within a reasonable period of time. The information contained in a medical evaluation board can play an important role in determining the rights of a person to certain benefits.

The key to starting an MEB is through at least two physicians. The physicians must agree that the member has a medical condition that calls for an MEB. For more information please contact the Patient Administration Department Medical Boards Coordinator at 830-2031.

Hours of operation are 7:30 a.m. to 4 p.m. Monday through Friday.

Marine Liaison

The hospital has a Marine Liaison to assist all Marine units with matters relating to the hospital. The Marine Corps Liaison Office acts as a direct link between active duty personnel and the administrative and medical services of the hospital. The Marine Liaison Office is a part of the Patient Administration Department and can be reached at 830-2038/2453, FAX 830-2160.

Hours of operation are 7:30 a.m. to 4 p.m. Monday through Friday.

The Patients' Bill of Rights and Responsibilities

The recognition of basic rights of human beings for independence of expression and concern for personal dignity can be of great importance as factors in the recovery process. At the same time, Robert E. Bush Naval Hospital has the right to expect reasonable and responsible behavior on the part of patients, their relatives and friends.

The Patients' Bill of Rights and Responsibilities shall be posted in the Outpatient Records area, the entrance to the hospital, the Emergency Department reception area, in each outpatient clinic, the inpatient wards, and a copy shall be provided to each patient upon admission.

PATIENTS' BILL OF RIGHTS

1. To Receive Age Appropriate Quality Care:

You have the right to quality care and treatment consistent with available resources and generally accepted standards. If our facility cannot provide the care you require, you will be transferred to another facility if medically advisable.

2. To Know the Identity of Healthcare Staff:

You have the right to know the identity, professional status and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for your care.

3. To Receive Respectful Treatment:

You have the right to respectful treatment and considerate care, with recognition of your personal dignity.

4. To Receive Explanation of Care:

You have the right to receive an explanation regarding your diagnosis, treatment, medical procedures, and prognosis (what to expect), in terms you can understand. When it is not medically advisable to provide this information to you, it will be relayed to appropriate family members or to your designated decision-maker.

5. To Participate in Your Care:

You have the right to be involved in all aspects of your care, including treatment decisions. If you are incapable, a member of your family or your designated decision-maker will be allowed to participate in these decisions.

6. To Provide Informed Consent:

You have the right to receive the necessary information to make knowledgeable decisions regarding consent or refusal of treatment. The information will include details regarding possible complications, risks, benefits, and any alternative treatments available. Communication will be in a manner and in terms you understand.

7. To Receive Pain Management:

You have the right to appropriate assessment and effective management of pain utilizing techniques that will alleviate pain and discomfort to the maximum extent consistent with proven safety and benefit.

8. To be Provided Privacy, Security and Safety:

You have the right, within law and military regulation, to security, personal privacy and confidentiality of information regarding your medical treatment. Written permission shall be obtained before medical records are made available to any one not directly concerned with your care, except as otherwise maybe required or permitted by law or military regulations. You also have the right to receive care in a secure, safe environment and to access protective services if necessary.

9. To Request or Refuse Treatment:

You have the right to request or refuse treatment to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment. You have the right to leave the hospital or clinic even against the advice of physicians, to the extent permitted by law.

The Patients' Bill of Rights and Responsibilities

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Hours of Operation

Audiology

Hours of Operations: 7:30 a.m. to 4 p.m. Monday through Friday
Department Phone: (760) 830-2002

Chaplain

Hours of Operations: 7:30 a.m. to 4 p.m. Monday through Friday (other hours by appointment)
Phone: (760) 830-2429

Consult Center

Hours of Operations: 7:30 a.m. to 4 p.m. Monday through Friday
Department Phone: (760) 830-2590

Desert Beginnings LDRP

Open 24 hours a day, seven days a week.
Phone: (760) 830-2258/2259

Emergency Medicine Department

24 hours seven days a week
For emergencies off base call 911
For emergencies on base call 830-3333 or 830-3334
Phone at Emergency Department Desk: (760) 830-2354

Family Medicine Clinic

Hours of Operation: 7:30 a.m. to 4 p.m. Monday, Tuesday, Thursday and Friday and from 7:30 a.m. to noon on Wednesdays.
Clinic phone: (760) 830-2752

Healthcare Operations

Hours of Operation: 7:30 a.m. to 4 p.m., Monday through Friday
Phone: Office - (760) 830-2572
Health Benefits Advisor: (760) 830-2978

Internal Medicine

Hours of Operation: 7:30 a.m. to 4 p.m., Monday, Tuesday, Thursday and Friday and from 7:30 a.m. to noon on Wednesdays.
Clinic phone: (760) 830-2752

Immunizations

Hours of Operation: 8:00 a.m. to 4 p.m., Monday, Tuesday, Thursday and Friday and from 8:00 a.m. to noon on Wednesdays.
Clinic phone: (760) 830-2752

Laboratory Department

Hours of Operation: 7:30 a.m. to 4 p.m., Duty technician available 24-hours a day, seven days a week.

Phone: (760) 830-2145 after normal hours (760) 830-2452

Mental Health Department

Hours of Operations: 7:30 a.m. to 4 p.m., Monday, Thursday and Friday and 7:30 a.m. to 7 p.m., Tuesday and Wednesday.

Clinic Phone: (760) 830-2935 or 2724

Military Sick Call

Hours of Operation: 7:30 a.m. to 4 p.m., Monday through Friday Morning Triage 7:30 a.m. to- 8:30 a.m. Afternoon Triage 1p.m. to 2p.m. Phone: (760) 830-2621

Multi-Service Ward

Open 24 hours a day, seven days a week.

Phone: (760) 830-2302/2659

Nutritional Services

Hours of Operation: 7:30 a.m. to 4 p.m., Monday through Friday

Phone: (760) 830-2286 for appointment information

OB/GYN Clinic

Hours of Operation: 7:30 a.m. to 4 p.m., Monday, Tuesday, Thursday and Friday and from 7:30 a.m. to noon on Wednesdays.

Clinic phone: (760) 830-2752

Optometry

Hours of Operation: 7:30 a.m. to 4 p.m., Monday, Tuesday, Thursday and Friday and from 7:30 a.m. to noon on Wednesdays.

Clinic phone: (760) 830-2752

Orthopedic Clinic

Hours of Operation: 8 a.m. to 4 p.m. Monday through Friday.

Phone: (760) 830-2752

Patient Administration Department

Hours of Operation 7:30 a.m. to 4 p.m. Monday through Friday

Outpatient Records: 7:30 a.m. to 4 p.m. Monday through Friday

Admissions: 24 hours per day seven days per week

Department Phone: (760) 830-2427

Pediatrics/Immunizations

Hours of Operation: 8:00 a.m. to 4 p.m., Monday, Tuesday, Thursday and Friday and from 8:00 a.m. to noon on Wednesdays.

Clinic phone: (760) 830-2752

Pharmacy

Hours of Operations: 8:00 a.m. to 4:30 p.m. for new prescription/paper outpatient prescriptions dispensing (Walk-in refill services available and processed after new prescriptions) and to 6:00 p.m. for pickup of phoned in refill medication pickup Monday through Friday, excluding base holidays.

Pharmacy Refills: (760) 830-2406

Phone: (760)830-2137

Physical Therapy

Hours of Operation: 7:30 a.m. to 4 p.m., Monday, Tuesday, Thursday and Friday and from 7:30 to noon on Wednesdays.

Phone: (760) 830-2140

Population Health Department

Hours of Operation: 7:30 a.m. to 4 p.m., Monday through Friday

Phones:

Case Manager/Discharge Planner: (760)830-2822

Utilization Management/Active Duty Care Coordination: (760) 830-2127

Disease Management Division: (760)830-2284

Dietitian Health Educator: (760) 830-2120

Health Promotions Division: (760)830-2814

Women's & Breast Health Division: (760)830-2501

Preventive Medicine/Industrial Health

Hours of Operation: 7:30 a.m. to 4 p.m., Monday through Friday

Phone: (760) 830-2002

Radiology Department

Hours of Operations: 8 a.m. to 4 p.m., Monday through Friday for routine, scheduled exams.

In addition, services are provided 24 hours a day, seven days a week for Emergencies.

Phone: (760) 830-2155

Red Cross

Building 1551 Village Center

Hours of Operations: 8 a.m. to 4:30p.m., Monday through Friday . Closed on base holidays.

Phone: (760) 830-6685

Surgical Services

Hours of Operations: Surgical Services are provided as needed on a 24-hour, 7 day a week basis as needed.

Working hours are 7:30 to 4 p.m., Monday through Friday.

Phone: (760) 830-2070/2071

TRICARE Service Center

Hours of Operation: 7 a.m. to 5 p.m., Monday through Friday

TRICARE (TriWest):1-888-874-9378

TRICARE Web Site:www.tricare.osd.mil

TRICARE Questions:questions@tma.osd.mil

TRICARE Questions:1-888-363-2273

Hearing or Speech Impaired:1-877-535-6778 (TTY/TDD)

National Mail Order Pharmacy:1-800-903-4680

DEERS:1-800-538-9552

OUTPATIENT CARE

Outpatient Services

Outpatient Services is your one-stop for scheduling appointments or leaving a Telephone Consult message for your Primary Care Manager (PCM). Telephone consults placed have 48 hours for the provider to contact the client. Outpatient Services can be reached at 830-2752 and one of our clerks will be happy to assist you. On line appointments can be easily made by clients with a NHTP PCM after registering on the TRICARE Online website www.tricareonline.com under the Appointments Link.

Hours of operation are 0730 to 1600 Monday through Friday. After hours information or advice is through the Medical Officer of the Day at 830-2190.

Outpatient Clinics

Mental Health Department

All active duty members must be referred to Mental Health by their Primary Care Manager. Family members and retirees referrals are highly encouraged to get a referral from their Primary Care Manager. This clinic does not offer child or adolescent psychiatric services. Services at this clinic include Individual Psychotherapy, Psycho-educational Groups, Life After Iraq, Anger and Stress Management Classes.

Hours of operation are 0730 to 1600 Monday through Friday. The clinic can be reached at 830-2935/2724.

Emergency Room

Our Emergency Services provide a wide range of emergency medical care from the treatment of minor illnesses and injuries to true emergencies and life-threatening trauma cases. We also provide transportation of the sick and injured to higher level of care hospitals. We provide a skilled staff of physicians, nurses, and corpsmen to care for you. We are open to treat any emergency **24 hrs a day, 7 days a week**. Please call the Emergency Medicine Department at 830-2354.

Family Medicine Clinic

Family Medicine offers full scope primary care services to patients of all ages. This includes preventive health visits, the management of acute and chronic illnesses in the outpatient and inpatient setting, and family centered pregnancy care from the first OB visit through delivery for both the mother and newborn. There is also a broad range of minor surgical procedures including vasectomy, screening flexible sigmoidoscopy, colposcopy, and skin biopsies among others.

When you have your first appointment with your Primary Care Manager (PCM) a review of your medical history and building a relationship with your PCM that will better enable serving all of your healthcare needs. At each visit bring a list of all your medications or supplements you are taking, both prescribed and over-the-

counter. Writing all of your questions or concerns on a piece of paper before the visit will also aid your PCM in ensuring all of your concerns are addressed with follow-up arranged when needed. Hours of operation are 0730 to 1600 Monday, Tuesday, Thursday and Friday and from 7:30 a.m. to noon on Wednesdays. 830-2752

Internal Medicine

Services offered by referral from your Primary Care Manager: Exercise Treadmill Testing (ETT); Outpatient Halter (24 hour) and Event (2-4 weeks) monitor testing; Specialty evaluation of adult medical conditions; Evaluation for Limited Duty and Medical Boards; Coumadin Clinic; Diabetes Education (new diagnosis and follow-up) by appointment with Clinic Nurse at (760) 830-2175.

Hours of operation are 0730 to 1600 Monday, Tuesday, Thursday and Friday and from 7:30 a.m. to noon on Wednesdays. 830-2752

Immunization Clinic

The Immunizations Clinic is located in the Pediatric Clinic and provides shots and various hormone and allergy injections to eligible adult and pediatric patients. Tuberculin tests (PPD) are not given on Thursdays or a Friday if the following Monday is a Holiday. Please arrive 10-15 minutes before scheduled appointment.

Hours of operation are Monday, Tuesday, Thursday and Friday from 8:30 a.m. to 11:30 a.m. and 1:00 p.m. to 3:30 p.m. and on Wednesdays from 8:30 a.m. to 11:30 a.m., closed Wednesday afternoon. 830-2752

Obstetrics/Gynecology

This clinic provides prenatal care to prospective mothers and acute and chronic care, as well as health promotion and prevention to women experiencing gynecological health issues and/or illnesses. In cases where a patient's needs exceed clinic capabilities, consultation, referral, or patient transfer is initiated to the appropriate military or civilian health care provider.

The clinic is open Monday, Tuesday, Thursday and Friday from 8:30 a.m. to 11:30 a.m. and 1:00 p.m. to 3:30 p.m. and on Wednesdays from 8:30 a.m. to 11:30 a.m., closed Wednesday afternoon. 830-2752

Optometry

The Optometry Clinic offers:

- Comprehensive eye examinations. Ocular health, binocular vision, color vision, visual fields, fundus photography, and refractive error.
- Contact lenses. Limited to medically and occupationally necessary fits for eligible personnel. Renewal of cosmetic prescriptions on space-available basis. No original contact fittings will be performed other than for medical/occupational indications.
- Surgical co-management. Pre and post-operative care for ocular surgery, including refractive and cataract procedures.
- Optical Services. Military spectacles, gas mask inserts, and safety glasses available for eligible military and civil service personnel.

Appointments can be made by contacting Outpatient Services. Active duty members have first priority for appointments.

If you are being deployed, please book your appointment at least four months in advance.

Hours of operation are 7:30 a.m. to 4:00 p.m. Monday, Thursday, Friday, 7:30 a.m. to 6:00 p.m. Tuesdays, and 7:30 to 12:00 p.m. Wednesdays. 830-2752

Orthopedics/General Surgery Clinic

The Ortho/General Surgery Clinic offers many services to eligible beneficiaries. Active duty members have first priority. Referral appointments for this clinic can be set for sports medicine injuries, fracture management to major joint reconstruction and arthroscopy (inspection of joints using a medical instrument). Services offered in General Surgery range from consultations covering all aspects of general surgery and minor surgery consults to major surgical procedures, liver biopsies and varicose vein surgery.

Hours of operation are Orthopedics Clinic 8:00 a.m. to 4:00 p.m.;
General Surgery Clinic 8:30 a.m. to 4 p.m. 830-2752

Pediatrics Clinic

The Pediatric clinic offers well child checkups, acute visits, shots, Immunizations, asthmatic medicine treatments, blood draws, and postpartum checkups. The Pediatric Clinic also assists the Immunization Clinic in checking in patients and administering shots.

Hours of operation are Monday, Tuesday, Thursday, and Friday from 8:00 a.m. to 11:30 a.m. and 1:00 p.m. to 3:00 p.m. and Wednesdays from 8:00 a.m. to 11:30 a.m. For appointments and messages to your doctor, call Outpatient Services at 830-2752.

Population Health Department

The Population Health Department is one of the departments located within the Directorate for Clinical Services. Population Health is a multidisciplinary department that uses a proactive, evidence-based, collaborative approach to population health improvement through disease management, health promotions, nutrition education, case management, utilization management and women's and breast health.

Disease Management

Utilization Management, Active Duty Care Coordination and Asthma Registry providing epidemiological and clinical data mining and analysis in support of disease management strategies designed to aid clinicians in monitoring and improving patient outcomes, satisfaction, quality of life and overall well-being. Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday. 830-2284

Lifestyles Management –Health Promotions

The Health Promotions Division educates Military Treatment Facility (MTF) staff on health promotion topics; collects data to assess the health education/promotion needs of the customers using MTF services; establishes tracking systems to measure utilization, demand, effectiveness, future health promotion needs; and offers community-based health promotion programs (SAVI Program, Stress Management, Tobacco Cessation, Health Fairs and Educational Displays) Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday. 830-2814

Health and Nutrition Education

The Dietitian/Health Educator provides individual, group patient and family education relating to disease prevention, nutrition management, acute/chronic illness conditions; coordinates disease prevention, acute/chronic illness classes/workshops; educates MTF staff on patient and family education programs and JCAHO requirements; monitors compliance with program and JCAHO requirements; facilitates standardization of patient and family education learning materials across the command. (Preventive Health Assessment (PHA), Diabetes Registry, Weight Management and Cholesterol Management) Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday. 830-2120

Case Management

Discharge Planning and Case Management coordinates a multidisciplinary, collaborative approach to the case management needs of the Naval Hospital catchment area population.

This service provides case management services to customers using the MTF, TRICARE network and community services to alleviate a wide variety of psychological social, familial, environmental, and economic problems that may arise in the process of seeking assistance within the military health care system.

Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday 830-2822



Utilization Management

The Utilization Manager (UM) coordinates the care received within our Network. This coordination of care is important in ensuring that quality of care is achieved through best business practices.

Additionally, the UM manages all Active Duty members receiving inpatient care within the Network, this coordination guarantees that our beneficiaries are receiving the best care available in order to return to duty.

Hours of operation are 7:30 a. m. to 4:00 p. m. Monday through Friday. 830-2127.

Women's and Breast Health

Breast Health Registry and Education, Mammography Case Management and Women's Preventive Health Services provides and coordinates case management, and educates MTF staff on women's health services.

This service also provides patient education, either individually or in groups, regarding comprehensive breast care teachings and health maintenance and prevention in the area of women's health.

Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday. 830-2501

Preventive Medicine/Industrial Health

Occupational Health: pre-placement and surveillance physical; hearing, vision and pulmonary function screens.

Audiology: pediatric and adult audiologic evaluations; custom earplug and hearing aid fittings.

Industrial Hygiene: work center surveys; identification of mechanical, chemical and radiant hazards.

Preventive Medicine: food service facility, daycare and habitability inspections; food service sanitation classes; investigation and reporting of communicable diseases.

Hours of Operation: 7:30 a.m. to 4:00 p.m. Monday through Friday.

Phone: 830-2002

INPATIENT CARE

Desert Beginnings Labor Delivery Recovery Post-partum Unit

The Desert Beginnings LDRP has seven beautifully furnished Labor suites for childbearing families. The suites have amenities to include oak furniture, oak flooring, DVD movie and CD music systems, and state-of-the-art medical equipment. Its beautiful atmosphere creates a home-like environment for families to enjoy. The LDRP design allows families to experience a "Single Room Maternity Care Model," affording them the opportunity to have a private, comfortable room throughout their stay. The staff believes in providing "patient and family centered care" which ultimately supports and encourages the involvement of both patients and families in all aspects of their maternity and newborn health care experiences. The unit does not have regulated visiting hours in order to support this philosophy of care, but does have guidelines for families to consider. We offer after-hour and weekend outpatient services to pregnant women greater than 20 weeks pregnant that have pregnancy related symptoms in need of evaluation. Hours of operation are 24 hours a day 7 days a week. You can reach us at 830-2258 or 2259.



Multi-Service Ward (MSW)

The Multi-Service Ward is an 18 bed ward providing comprehensive inpatient nursing care to a varied patient population. It is responsible for providing inpatient medical nursing care to adult and pediatric patients.

MSW also provides post-partum care to mothers and newborn patients when needed. We offer our patients the highest quality of health care services. Each person is dedicated to taking care of his/her patients in a professional manner.

MSW staff conducts themselves in accordance with high national standards and military bearing.

The staff believes in providing “patient and family centered care” which ultimately supports and encourages the involvement of both patients and families in all aspects of their health care experience. The unit does not have regulated visiting hours in order to support this philosophy of care, but does have guidelines for families to consider. We look forward to taking care of you and your family and will be happy to answer any questions or concerns you may have about our unit.

Hours of operation 24 hours a day 7 days a week.

Feel free to contact us at 830-2301.

Surgical Services

The Operating Room (OR), Post Anesthesia Care Unit (PACU) and Same Day Surgery Unit (SDS) are located on the third floor of the hospital. Surgical Services Department maintains four fully functioning Operating Rooms, with one room reserved 24 hours for C-Section deliveries.

Patients scheduled for surgery will be seen by the surgeon a few days to a few weeks prior to the surgery date. A registered nurse will meet with you to supply you with pre-operative information and to help you prepare for your surgery. Specific points addressed in this pre-operative phase include a detailed discussion of medications, diet and any other special preparation that may be required. Often, blood tests, x-rays and heart tests are performed prior to your surgery.

On the day of surgery, you will change into hospital gown attire and remove such items as glasses, dentures, hearing aids, etc. These items can be locked up for safety.

After the surgery, you will be escorted into the recovery room to spend a half-hour or so “waking up”. The next stop is the ambulatory procedure unit where you can get dressed and drink juice or water. During this phase, discharge instructions are provided which include medications, follow-up appointments, and how to care for yourself while recovering at home.

If you are having major surgery, you may spend the night on the Medical Surgical Ward. C-section patients will return to the LDRP or MSW.

Visitor policies vary among different patient care settings; however, family members are always encouraged to visit and be supportive. Please feel free to ask any questions.

As the Robert E. Bush Naval Hospital perioperative health care team we look forward to assisting you through your health care experience.

OTHER IMPORTANT INFORMATION

Health Benefits Advisor

The Health Benefits Advisor (HBA) provides education and counseling for all TRICARE Beneficiaries, including processes on how to access care and various other issues related to the Military Health Plan.

Additionally, the HBA functions as the Debt Collection Assistance Officer (DCAO) to help beneficiaries solve requests for payments from outside organizations. The DCAO works with TRICARE, DEERS to identify and resolve issues for our beneficiaries.

The HBA also serves as the TRICARE Prime Travel Coordinator. If a TRICARE Prime non-active duty member of the family is referred by their PCM to see a specialist and that specialist's office is more than 100 miles from the PCM's office then they may be entitled to this benefit.

Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday. The HBA can be reached at 830-2978.

Consult Center

The Active Duty Consultation Management Center (CMC) provides support for all MTF and Network Consultation requests. Working closely with the TRICARE Service Center, the Active Duty CMC coordinates authorizations for care within our Network of civilian providers to extend the treatment options of our Active Duty beneficiaries.

Hours of operation are 7:30 a.m. to 4:00 p.m. Monday through Friday. The Consult Center can be reached at 830-2590.

TRICARE Service Center

The TRICARE Service Center (TSC) is located in the Outpatient Clinics next to Mental Health.

The TSC is staffed by Customer Services Representatives who can give you helpful information and answer any questions you have about the TRICARE program.

When you have a TRICARE authorized referral to a civilian provider you must have all related lab and x-rays done at a civilian facility.

Hours of operation 7:00 a.m. to 5:00 p.m. Monday through Friday.

TRICARE (TriWest):1-888-874-9378

TRICARE Web Site:www.tricare.osd.mil

TRICARE Questions:questions@tma.osd.mil

TRICARE Questions:1-888-363-2273

Hearing or Speech Impaired:1-877-535-6778 (TTY/TDD)

National Mail Order Pharmacy:1-800-903-4680

DEERS:1-800-538-9552



TRICARE Prime Patients Have Access Priority

All eligible beneficiaries for medical care in a Military Treatment Facility have access to that care here at Naval Hospital Twentynine Palms; however, patients enrolled to TRICARE Prime **have priority** all others receive treatment on a space available basis.

Since it's beginning, Naval Hospital Twentynine Palms has strived to be a real patient pleaser and provide the best health care possible and to constantly seek ways to improve access to that care.

To ensure priority access to health care, all active duty members are urged to enroll family members in TRICARE Prime and select Naval Hospital Twentynine Palms as the Primary Care Facility. If this option is chosen those patients will have access priority. This access to care will include assignment to a provider who will be your Primary Care Manager (PCM). The PCM, or a member of his or her team, will manage all wellness concerns of their assigned patients, to include:

- * Physicals
- * Pap Smears
- * Minor Procedures
- * Well Baby Visits
- * Telephone Consults

Prioritized access to care for Prime patients means that TRICARE Standard patients cannot book a routine wellness appointment. These must be maintained as available for Prime patients. Telephone consults for non-Prime patients will be limited to only those follow-up calls initiated by a provider. Remember that TRICARE Standard patients are not assigned to a PCM and do not receive the same benefits as a TRICARE Prime patient. Standard and all other non-Prime patients, again, compete only for space available care.

If patients opt to use TRICARE Standard, then their wellness visits will be limited to these space available appointments. For urgent or emergent care, all DEERS enrolled beneficiaries will be seen.

Under the TRICARE Standard Plan, active duty family members or retirees can see any civilian provider of their choice, but, having this flexibility also means that the cost-share of the patient is more. Active duty personnel are all Prime and are not eligible to use TRICARE Standard for themselves. They are automatically enrolled to TRICARE Prime.

Following are some advantages and disadvantages to using TRICARE Standard:

Advantages:

- * Broadest choice of providers;
- * Widely available;
- * No enrollment fee; and
- * You may also use TRICARE Extra (using a TRICARE authorized participating provider, is known as “TRICARE Extra”)

Disadvantages:

- * Patient pays:
 - Deductible
 - Co-payment
 - Balance if bill exceeds allowable charge and provider is non-participating (up to 15 percent above allowed amount).
- * Beneficiaries have to do their own paperwork and file their own claims, if their provider is not a listed TriWest provider.

Priority for routine care at Naval Hospital Twentynine Palms is as follows:

1. Active duty members.
2. All TRICARE Prime enrollees.

To obtain more information about TRICARE options and how to enroll in Prime, visit the Robert E. Bush Naval Hospital’s TriWest Service Center.

ANCILLARY SERVICES

Audiology

This clinic provides diagnostic hearing evaluations for children and adults, including hearing screens for all newborns. Hearing aids are provided to active duty service members with significant hearing loss. Audiology is located on the first floor in the Preventive Medicine/Industrial Health Department. For more information call 830-2002.

Hours of operation are 7:30 a.m. to 4 p.m. Monday through Friday.

Laboratory

The Laboratory is a full service laboratory. Our services include most of the commonly ordered tests in a hospital laboratory.

Hours of operation for specimen collection 7:30 a.m. to 4:00 p.m. Monday through Friday 830-2145.

Nutrition

The Nutrition Clinic offers educational classes and individual counseling for both wellness and Medical Nutrition Therapy (MNT) to all TRICARE beneficiaries.

Classes are offered for weight management, cholesterol education, and diabetes education.

Individual counseling is also available for sports nutrition, various medical conditions (under/over weight; failure to thrive children; irritable bowel syndrome; constipation; coumadin diet; high/low fiber diet, diet to increase iron, calcium, etc.) and pediatric patients. Although most appointments require a referral from your Primary Care Manager, appointments for weight control, sports nutrition, and general health can be made directly through Central Appointments at 830-2752.

Hours of operation are 7:30 a.m. to 4 p.m. Monday through Friday.

Pharmacy

To avoid an unnecessary wait, all patients are strongly encouraged to call in their refills to 830-2406. When calling in a refill for “special order medications,” please call five business days in advance to ensure a sufficient quantity of the medication is available to fill your prescription. When picking up or dropping off your prescription, ensure that you have your ID card available. In cases where you are picking up a prescription for another person the ID card of that person must be presented. If you have any questions about your medication, please do not hesitate to ask a Pharmacy Technician or the Pharmacist. If you wish to avoid the drive to the hospital, you can order your medications using the TRICARE Mail Order Pharmacy (TMOP), or you have the option of obtaining your medication at your local drug store. Your prescription will be mailed to you if you use the TMOP option. For more information, visit the TRICARE Service Center for a brochure or

To maintain high standards in patient safety and to prevent medication errors, all paper outpatient prescriptions will only be filled at the hospital's pharmacy during the core hours of 8:00 a.m. to 4:30 p.m. Monday through Friday

Only those medications on the hospital's Formulary list can be filled.

Hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday for new prescription dispensing, excluding base holidays.

Refill medications that have been phoned in advance may be picked up from 8:00 a.m. to 6:00 p.m..

Refills: 830-2406 Department: 830-2137.

Physical Therapy By Referral

Services include sports rehabilitation and physical therapy to Active Duty personnel stationed at MCAGCC. Active duty dependents will be seen if availability permits. Electromyography services when needed.

Hours of operation are 7:00 a.m. to 4:00 p.m. Monday through Friday. The Physical Therapy Department can be contacted at 830-2140.

Radiology By Referral

Services include X-Ray, Computed Tomography (CT), Ultrasound, Mammography and Fluoroscopy, routine exams. In addition, services are provided 24 hours a day, seven days a week for emergencies. Your Primary Care Manager will give you a referral if you need a radiological exam. To schedule your exam, come to the Radiology front desk or call 830-2155.

Hours of operation are 8:00 a.m. to 4:00 p.m. Monday through Friday

Health Insurance Portability and Accountability Act

Congress passed into law the Health Insurance Portability and Accountability Act of 1996 (HIPAA), intended to protect everyone's Health Information from unauthorized release. This law gives people rights with regard to their health information and sets rules and limits on who can look at and receive health information.

"It's in our interest not only to follow the letter of the law, but to go beyond that law to provide our patients with the best quality health care possible and at the same time to protect the trust they put in us to protect their privacy," said the Executive Officer, Naval Hospital Twentynine Palms.

Naval Hospital Twentynine Palms, including its Branch Health Clinic in China Lake, is required by law to educate staff and patients on how patient information may and may not be used and shared and to take appropriate and reasonable steps to keep patient health information secure. Everyone involved in health care must follow the law, and if violations occur, punitive or criminal action is taken swiftly.

Health care providers and Insurers must comply with a patient's right to:

- * Ask to see and get a copy of his or her health records;
- * Have corrections added to health information;
- * Receive a notice that tells how health information may be used or shared;
- * Decide if he or she wants to give permission before health information can be used or shared for certain purposes, such as for marketing; and
- * Get a report on when and why health information was shared for certain purposes.

All patients should be informed of these rights, and be given access to resources to discuss them. For local assistance, contact the HIPAA Compliance Officer, at (760) 830-2189, or the Command Customer Relations Officer at Naval Hospital Twentynine Palms, at (760) 830-2475, or Customer Relations Consultant at BHC China Lake, at (760) 939-8016.

For more information on HIPAA please visit the web site at www.tricare.osd.mil or www.hhs.gov/ocr/hipaa call toll-free 1-866-627-7748.

Source: U.S. Department of Health & Human Services Office for Civil Rights

Pastoral Service

The hospital has a full-time Active Duty Chaplain that will be able to assist you for any pastoral care. Remember all conversations with the Chaplain are considered "privileged communications" and will be held in strict confidence between you and the Chaplain.

The Chaplain offers pastoral care services for:

- * Religious/Spiritual Issues
- * Marital/Premarital Issues
- * Relationships
- * Crisis
- * Stress Intervention
- * Military Issues
- * Substance Abuse
- * Finance
- * Humanitarian Transfers
- * Sacraments
- * Pre-requisites for marriages performed by the Chaplain must commit to premarital counseling and must attend PREP training.
- * Spiritual Services include Pastoral Ministry, Spiritual Counseling, and Religious Education.

Services

Hospital Chapel: Roman Catholic Mass celebrated in the every Wednesday at 1:30 p.m.

Seventh-Day Adventist: Saturdays 9 a.m. at the Twentynine Palms SDA Church
Services for Latter-Day Saints, please call 830-6304.

Protestant Chapel: Protestant Divine Service at 9 a.m. Sunday

Wicca Meeting Tuesdays 6 p.m.

Roman Catholic Chapel: Mass Sundays 8 a.m., 10:30 a.m. and Praise Service at 6 p.m. Confession is 30 minutes before Mass

Both Chapels have active choirs and worship band for praise service. All are Welcome!

Hospital Chaplain 830-2429

Base Chaplain 830-6304

Protestant Chapel 830-6464

Catholic Chapel 830-6456

Where to Find Information

The Naval Hospital makes every effort to keep everyone informed about issues affecting their healthcare.

The hospital publishes a monthly Health Promotions and Health Education newspaper title "*The Examiner*." This publication is distributed on the first Friday of each month with the base newspaper "*The Observation Post*." Look to this newspaper for upcoming hospital classes, events, and health tips. Feature stories introducing you to our staff members are also featured. In addition, our Superstars achievements are also highlighted in this paper.

You should also keep an eye out for hospital updates in "*The Observation Post*," published every Friday. Also, the Combat Center's daily Speed Call is another source of information about services, classes and other events.

For radio listeners, *Combat Center News* heard on Z107.7 Radio at 6:40 a.m. and 7:20 a.m., on Wednesday and Friday will carry late breaking news or information about hospital events when they occur.

For television views, *Combat Center TV*, Channel Six, will also carry important stories on hospital services. This program can be viewed daily at 7 a.m., noon and 6 p.m.

While visiting Robert E. Bush Naval Hospital, tune to Channel 3 to view announcements on the hospital's Closed Circuit TV system.

For internet users, information and events taking place at the hospital can be found at www.nhttp.med.navy.mil.

Other Navy news can be viewed on the *Navy News Stand* at www.news.navy.mil/local/nhttp.

The Hospital Seeks Feedback

Interactive Customer Evaluation (ICE)

ICE is a computer based interactive customer survey tool accessed by any web browser. Each activity on base that serves a customer can have a survey page that also contains questions and an area for comments.

DoD has established five standard questions with space for additional questions. Completed surveys are addressed to the designated manager plus one "other." The comments section also allows the activity manager to respond directly to the individual submitting the survey to address specific comments. The database automatically keeps the statistics for the base and each activity. It promotes communication among the service provider managers and their customers. This program came on line here at MCAGCC in May of 2002.

If you have a question concerning a service or product that is or is not provided here at the hospital, the ICE Program is one method to obtain an answer. Visit ICE at: www.ice.disa.mil

All comments are anonymous if that is what you want. Or please feel free to leave your information at the end of the comment card for response and contact by the Customer Relations Officer. Your comments are important to us.

Naval Hospital Twentynine Palms Reference Numbers

American Red Cross Bldg 1551.....	760-830-6685
Armed Services YMCA, MCAGCC.....	760-830-7481
Chaplain	760-830-2429
Child Development Center (CDC).....	760-830-3227
Consult Shop	760-830-2590
Customer Relations Officer	760-830-2475
DEERS Bldg 1551.....	760-830-7441
Emergencies (off base)	911
Emergencies (on base)	830-3333/3334
Emergency Room	760-830-2354
HBA/Debt Collections Assistance.....	760-830-2978
Information (Quarterdeck)	760-830-2190
Key Volunteer/Ombudsman.....	800-459-0827
Marine Liaison	760-830-2453
Navy-Marine Corps Relief Society.....	760-830-6323
New Parent Support Program Bldg 1438.....	760-830-7622
NHTP web	www.nhttp.med.navy.mil
Outpatient Records	760-830-2727
Outpatient Services	760-830-2752
Pharmacy Refills	760-830-2406
Poison Control	800-411-8080
TRICARE Beneficiary Counseling ..	760-830-2978
TRICARE (TriWest)	888-874-9378

Naval Hospital Twentynine Palms

Twentynine Palms, CA

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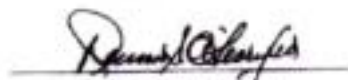


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2003 - 2006


Bernard L. Henggeler
Chairman of the Board of Commissioners


Dennis S. O'Leary, M.D.
President

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***Robert E. Bush Naval Hospital
Twentynine Palms, California***